



Better
Regulation
Delivery Office



RDNA

Self-Assessment Tool

User Guide



OFFICE OF FAIR TRADING



Introduction

Context

The Regulators' Development Needs Analysis (RDNA) self-assessment tool is one feature of a collaborative project to introduce common regulatory competence standards for regulators in local authorities and elsewhere.

The work is ongoing and being led by the Better Regulation Delivery Office (BRDO) in partnership with the Regulatory Excellence Forum, which comprises 22 professional and representative bodies.

The overall approach to competency is closely linked with the relevant qualifications frameworks provided by the professional bodies – including the Chartered Institute of Environmental Health and the Trading Standards Institute – and supported by the key players in the local and national regulatory landscape, giving transparency and confidence to all. Its key features are:

- core, generic regulatory skills and leadership skills sections;
- technical knowledge sections, specific to areas of regulation;
- the RDNA self-assessment tool;
- the Guidance for Regulators – Information Point (GRIP), designed to help meet development needs identified; and
- a development process for regulators and managers.

The aim is to ensure that the needs of regulators in local authorities and elsewhere are identified and addressed through self-assessment; via simple, flexible and user friendly web-based tools that can be used in conjunction with existing approaches; with access to innovative and cost-effective solutions for meeting development needs; and as an integral part of continuous professional development (CPD).

The overall approach has been designed to be sufficiently flexible to work with existing approaches to personal development.

Function

The RDNA self-assessment tool is an interactive website that provides a robust process enabling a regulator to identify and prioritise his or her development needs (or for a manager to do this in relation to a member of his or her team). Its purpose is to pinpoint issues for attention; it does not give work-related advice or guidance. It is free to use and in the public domain, although site registration is required at the outset.

After tailoring the process to his or her role, the user considers a series of statements, and selects responses from a standard drop-down menu with five options. These indicate his or her confidence in relation to the performance of certain tasks, or knowledge of specific technical topics.

On completion of the self-assessment process a report is created that can be printed and downloaded to your PC. The report will highlight any potential areas of development need, which should then be discussed and agreed with your manager as part of your development review process. Following that discussion, the GRIP – a portal website – can be used to find relevant online resources to help meet the needs identified in a cost-effective way. It mirrors the RDNA structure providing links to 12 types of learning materials. The means by which the development needs will be met should then guide the production of a personal development plan.

Structure

The view of the Regulatory Excellence Forum is that there is a set of generic core skills required by all regulators, which is underpinned by the specific technical knowledge that depends upon their specialism.

This is reflected in the structure of the RDNA self-assessment tool, which is divided into sections. Two cover skills and are generally applicable: core regulatory skills and leadership skills. Seventeen cover technical knowledge and are specific to particular regulatory functions: age-restricted sales, agriculture, animal health and welfare, fair trading, fire safety, food, gambling (Gambling Act 2005), health and safety, housing, intellectual property, licensing (Licensing Act 2003), metrology (weights and measures), noise, petroleum, pollution prevention and control, port health and product safety.

Each section is sub-divided into modules.

The core regulatory skills cover the full range of common regulatory activities:

- assessing risks
- planning, organising and prioritising
- promoting compliance
- advising and influencing
- conducting interventions
- enforcing legislation
- working effectively with business
- working effectively with citizens, partners and stakeholders
- using and managing knowledge effectively
- personal development, innovation and learning
- IT literacy and numeracy
- providing Primary Authority services

The technical knowledge sections reflect the way work is commonly organised and structured within local authorities, allowing for the fact this does vary between authorities.

Each module includes a series of statements, presented as tasks in the skills sections, and topics in the technical knowledge sections. These provide the means for regulators to identify development needs in relation to their specific roles. They include some knowledge that is commonly needed by regulators but is not regulatory in nature.

Self-assessment

By what criteria should an individual regulator determine whether he or she has a development need in relation to the various statements? Ultimately, this requires a personal judgment, made in the context of the job description and level of authorisation, and the expectations of the employing local authority and any relevant national regulator.

More specifically, in relation to the technical knowledge topics, the competence standard for consideration is the working knowledge the regulator requires to undertake his or her routine activities. In some cases, a basic working knowledge may be sufficient, supplemented by research as and when required. In other cases, the level of working knowledge may need to be more extensive and cover all aspects of a topic, particularly for more specialised regulators.

It should always be remembered that the purpose of using the RDNA self-assessment tool is to identify development needs.

Options

The modules in the core regulatory skills and leadership skills sections begin with the following words:

By selecting the appropriate option from the drop-down menus on the right, and in relation to your current role or a role you are developing towards, please indicate how confident you are that you can perform the following tasks effectively.

The modules in the technical knowledge sections begin with the following words:

By selecting the appropriate option from the drop-down menus on the right, and in relation to your current role or a role you are developing towards, please indicate how confident you are that your knowledge of the following topics is sufficient, considering the frequency and extent of your involvement with them.

A series of statements follows the above, presented as tasks or topics, and accompanied by the standard drop-down menu with five options. The options are explained in the table below and qualified according to whether the assessment being undertaken is a self-assessment or a manager assessing a member of his or her team.

1) I'm not confident – development need	<p>Regulator: You do not agree that you have the skills or knowledge required for this task or topic and there is a development need you would like to discuss with your manager.</p> <p>Manager: You believe this officer has a development need in this area.</p>
2) I'm confident – no development need	<p>Regulator: You agree that you have the skills or knowledge required for this task or topic and there is no development need to discuss with your manager.</p> <p>Manager: You believe this officer has no development need in this area.</p>

<p>3) I'm confident – development need</p>	<p>Regulator: You agree that you have the skills or knowledge required for this task or topic but would like to gain additional expertise, so there is still a development need you would like to discuss with your manager.</p> <p>Manager: You believe this officer has the skills or knowledge required for this task or topic, but would like to discuss opportunities for developing additional expertise.</p>
<p>4) I'm confident – and already exceed</p>	<p>Regulator: You agree that you have the skills or knowledge required for this task or topic, and expertise over and above the standard indicated. This could possibly be used to assist other officers.</p> <p>Manager: You believe this officer has additional expertise in this area, and may wish to discuss how it could be used to assist others in the team or beyond.</p>
<p>5) This is not applicable to my role</p>	<p>Regulator: You believe that this task or topic is not relevant. (If this option is selected, a dialogue box will appear allowing you to make supporting comments, which will be included in your self-assessment report. Your manager may have a view on the relevance of the task or topic, especially for 'grey areas'.)</p> <p>Manager: You believe that this task or topic is not relevant to this officer's role.</p>

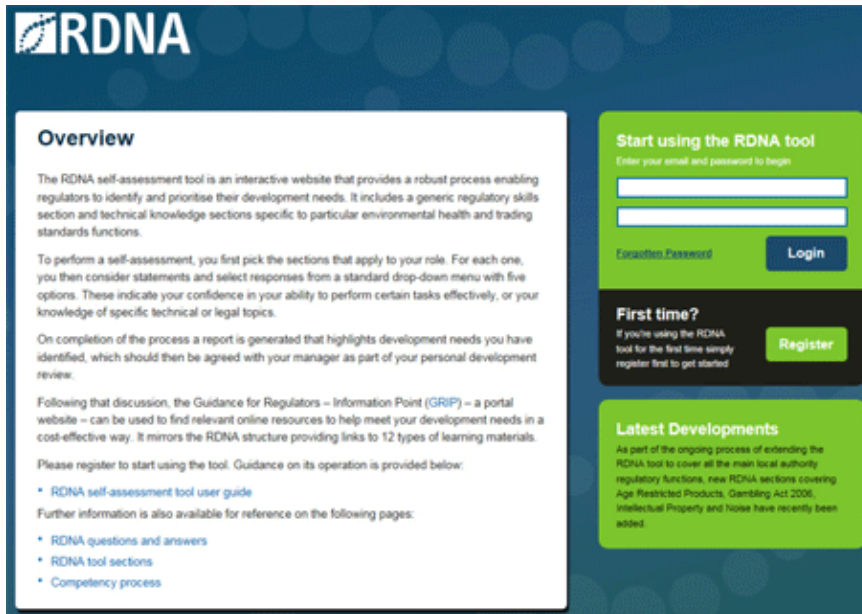
Endorsement and CPD

The Chartered Institute of Environmental Health and the Trading Standards Institute support the RDNA self-assessment tool and GRIP and have been central to the development of the skills and knowledge sections.

Members can claim CPD hours for the self-assessment process and for activities undertaken to address identified development needs where a personal development plan is produced.

The Self-Assessment Process

Registration



RDNA

Overview

The RDNA self-assessment tool is an interactive website that provides a robust process enabling regulators to identify and prioritise their development needs. It includes a generic regulatory skills section and technical knowledge sections specific to particular environmental health and trading standards functions.

To perform a self-assessment, you first pick the sections that apply to your role. For each one, you then consider statements and select responses from a standard drop-down menu with five options. These indicate your confidence in your ability to perform certain tasks effectively, or your knowledge of specific technical or legal topics.

On completion of the process a report is generated that highlights development needs you have identified, which should then be agreed with your manager as part of your personal development review.

Following that discussion, the Guidance for Regulators – Information Point (GRIP) – a portal website – can be used to find relevant online resources to help meet your development needs in a cost-effective way. It mirrors the RDNA structure providing links to 12 types of learning materials.

Please register to start using the tool. Guidance on its operation is provided below:

- [RDNA self-assessment tool user guide](#)

Further information is also available for reference on the following pages:

- [RDNA questions and answers](#)
- [RDNA tool sections](#)
- [Competency process](#)

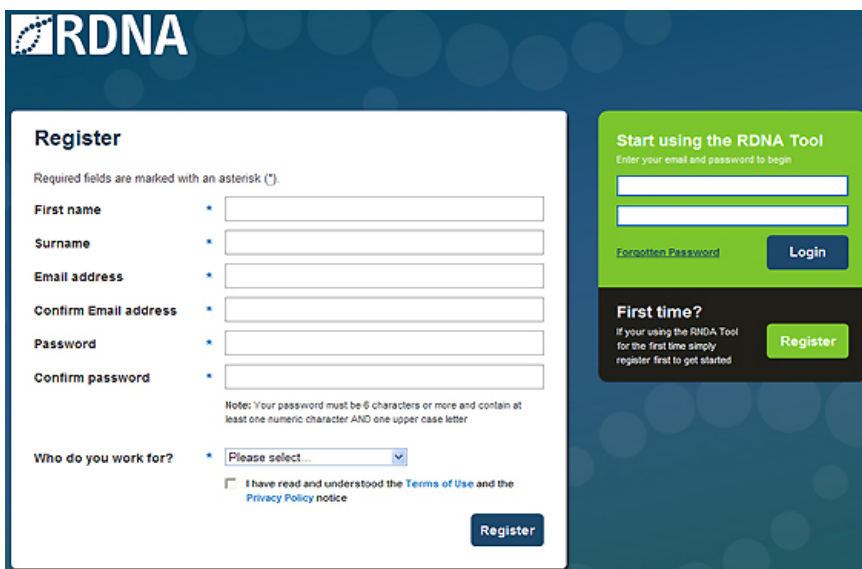
Start using the RDNA tool
Enter your email and password to begin

[Forgotten Password](#)

First time?
If you're using the RDNA tool for the first time simply register first to get started

Latest Developments
As part of the ongoing process of extending the RDNA tool to cover all the main local authority regulatory functions, new RDNA sections covering Age Restricted Products, Gambling Act 2006, Intellectual Property and Noise have recently been added.

If you are using the RDNA self-assessment tool for the first time, you need to click on the green 'register' button on the RDNA home page and complete the registration process.



RDNA

Register

Required fields are marked with an asterisk (*).

First name *

Surname *

Email address *

Confirm Email address *

Password *

Confirm password *

Note: Your password must be 6 characters or more and contain at least one numeric character AND one upper case letter

Who do you work for? *

☐ I have read and understood the [Terms of Use](#) and the [Privacy Policy](#) notice

Start using the RDNA Tool
Enter your email and password to begin

[Forgotten Password](#)

First time?
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Enter your details into the fields shown and select an option from the drop-down menu in response to the question 'who do you work for': local authority / public sector organisation / private sector / self-employed / other.

If you indicate that you work for a local authority, two further drop-down menus are presented. Select the appropriate options for 'la type' and 'location'.

Click on 'terms of use' and 'privacy policy' to view pop-up screens with these items. Once you have read and understood them, tick the statement box.

To continue, click on the blue 'register' button.

Assessment creation

RDNA
Signed in as: [logout](#)

Completed Assessments

Update my Assessment

Select the regulatory areas that are relevant to your role by ticking the appropriate boxes.
Please note that the 'regulatory' skills are generic and therefore relevant to all regulators.
Once you have made your selection, click 'continue'.

Skills

☒ Regulatory ☐ Leadership

Knowledge

<input type="checkbox"/> Gambling Act 2006	<input type="checkbox"/> Pollution Prevention and Control
<input type="checkbox"/> Age Restricted Products and Services	<input type="checkbox"/> Agriculture
<input type="checkbox"/> Fair Trading	<input checked="" type="checkbox"/> Animal Health and Welfare
<input type="checkbox"/> Food	<input type="checkbox"/> Fire Safety
<input type="checkbox"/> Housing	<input type="checkbox"/> Health and Safety
<input type="checkbox"/> Licensing Act 2003	<input type="checkbox"/> Intellectual Property
<input type="checkbox"/> Noise Pollution	<input type="checkbox"/> Metrology
<input type="checkbox"/> Port Health	<input type="checkbox"/> Petroleum
	<input checked="" type="checkbox"/> Product Safety

[Continue](#)

Tick the boxes to indicate which skills and technical knowledge sections you would like to include in your tailored assessment, and click on the blue 'continue' button.

From now on, you are logged into the RDNA self-assessment tool. To log out at any stage, click on 'logout' just below the logo on the left.

RDNA
Signed in as: [logout](#)

Completed Assessments

Assessment Summary

You have chosen to include the following sections in your assessment

Skills

- Regulatory

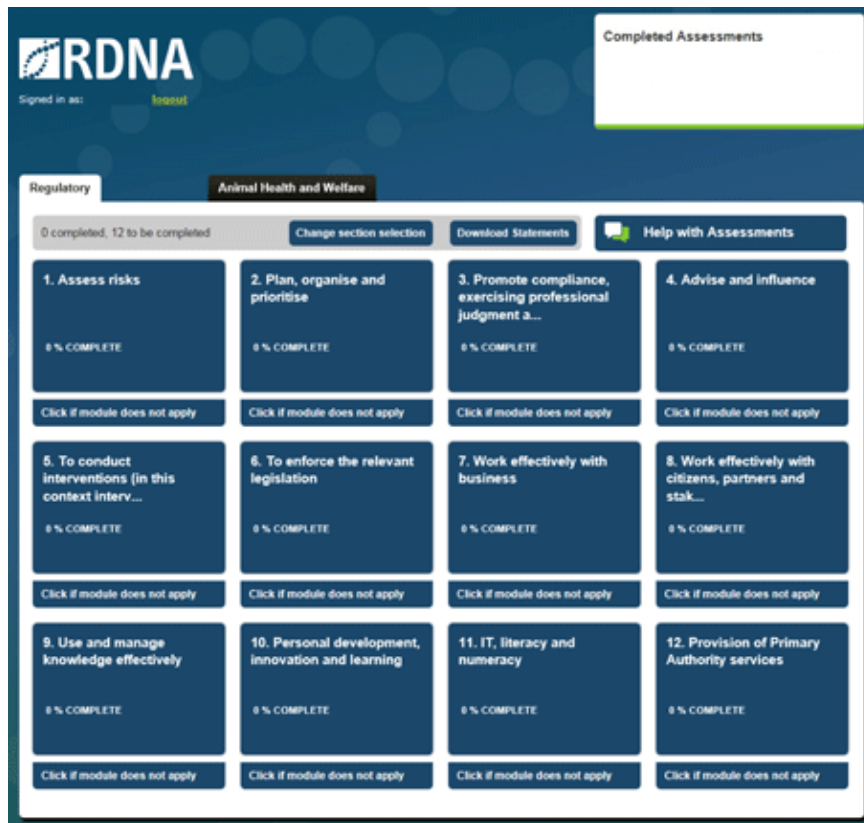
Knowledge

- Animal Health & Welfare

[Modify assessment](#) [Create assessment](#)

The next page shows you a summary of your tailored assessment. (In this case, *regulatory skills* and *animal health and welfare* have been chosen.) If your selected sections are not correct, click on the blue 'modify assessment' button to return to the previous page. If they are correct, click on the green 'create assessment' button.

Using the dashboard and module assessment pages



The dashboard lists all the modules in your selected sections. (The 12 modules in *regulatory skills* are shown.)

To download a section directly from the RDNA tool click on 'download statements' button.



In the event that a specific module is not applicable to your role, it can be deselected at this stage by clicking on 'click if module does not apply'. It can subsequently be reselected by clicking on 'click to re-apply module'.

To begin your tailored assessment, click on any module box. Let's assume that you click on assess *risks*, the first module in *regulatory skills*.

The module presents a series of statements. You need to indicate how confident you are that you can perform each task effectively by selecting an option from the standard drop-down menu:

I'm not confident – development need

I'm confident – no development need

I'm confident – development need

I'm confident – and already exceed

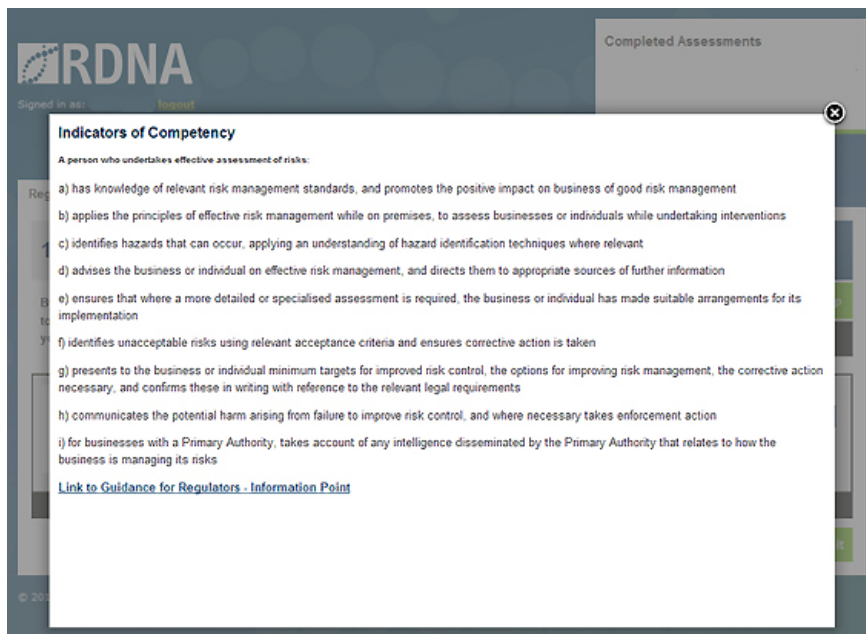
This is not applicable to my role.

With the exception of the second, a text box will then open allowing you to comment on your answer if required.

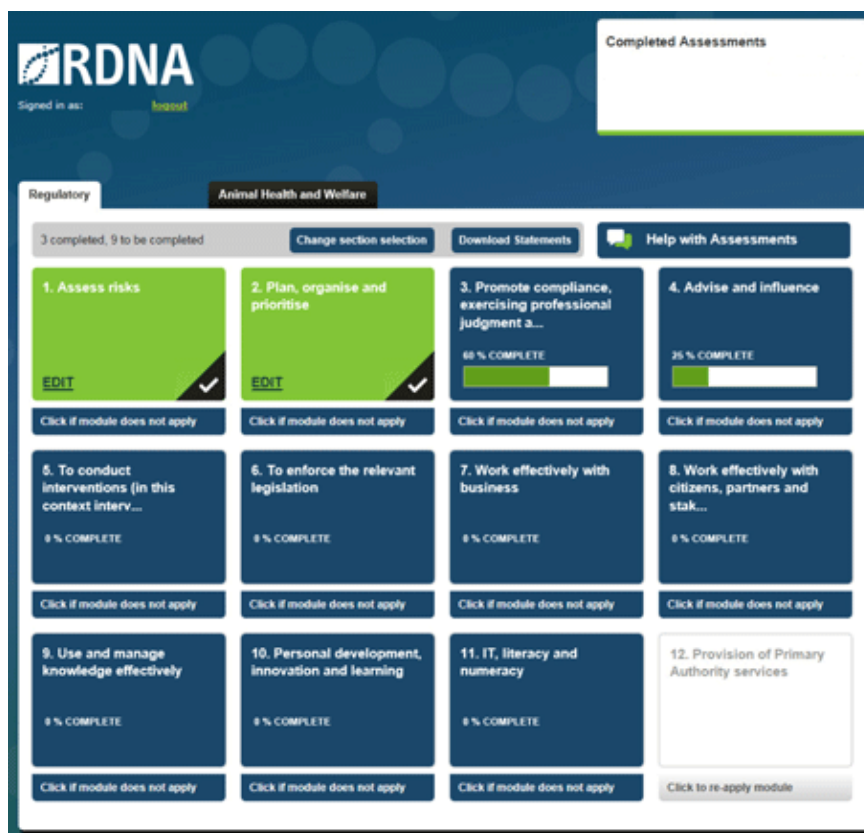
To view a pop-up screen with more explanation of these phrases, click on the black button 'your options explained'.

Once you have finished responding to all the statements, or decide to return to the module at a later time to reconsider it, click on the green button 'save'. This will return you to the dashboard.

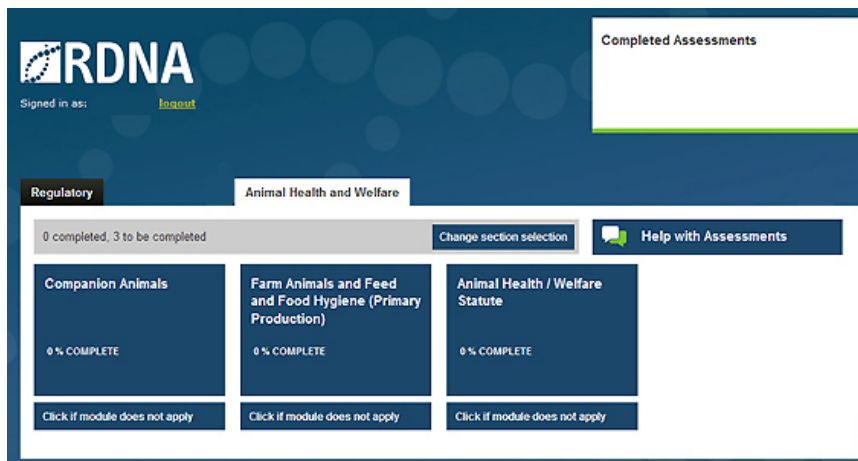
To view a pop-up screen with more information about what is required to assess risks effectively, click on the blue button 'indicators of competency'.



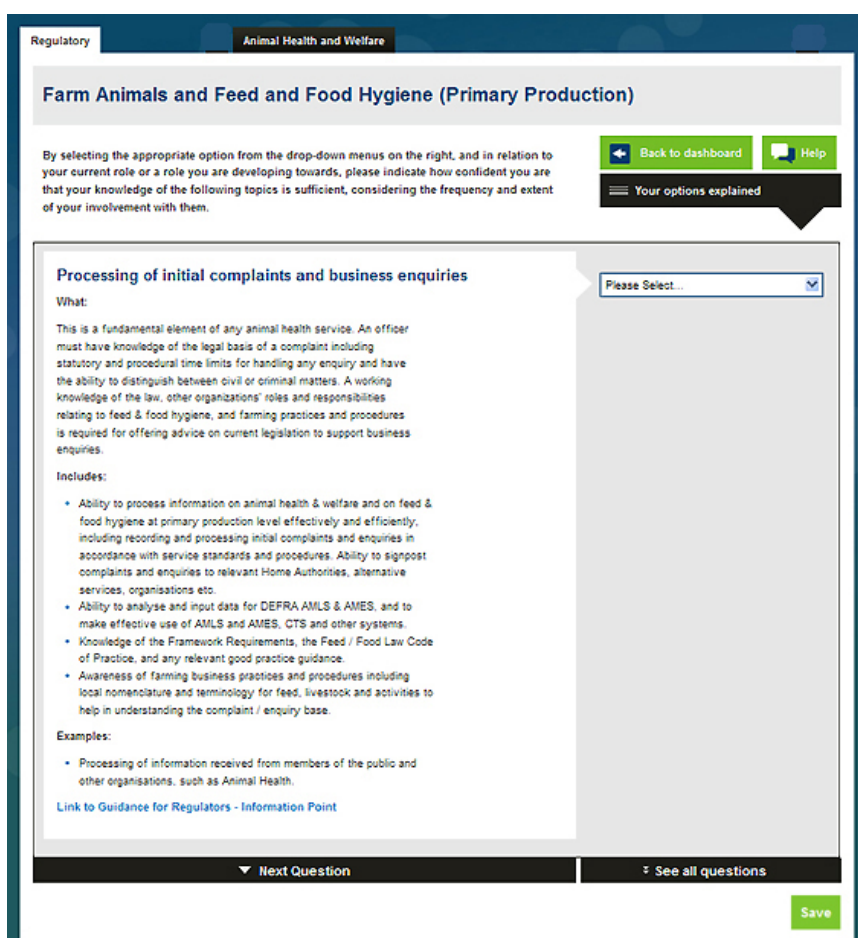
Each module in regulatory skills has its own list of indicators, accompanied by a link to the relevant page on GRIP.



Your progress can be monitored 'at a glance' by returning to the dashboard. (In this case, modules one and two have been saved, module three has been completed but not saved, and modules four and five have been part-completed and saved.)



Let's now assume that, having switched to the technical knowledge section *animal health and welfare* (by clicking on the tab containing its title), you then click on the second module *farm animals and feed and food hygiene*.



Like *assess risks*, the module presents a series of statements, but in this case you need to indicate how confident you are that your knowledge of each topic is sufficient by selecting an option from the standard drop-down menu. In addition, there are overviews for consideration rather than 'indicators of competency'.

Producing a report

RDNA
Signed in as: [username] [Logout](#)

Completed Assessments

Assessment Complete

All the selected sections have now been completed.
Do you wish to proceed and create the report or return to the dashboard to edit your answers?

[Back to dashboard](#) [Create report](#)

This page will appear automatically once you have completed and saved every module in your tailored assessment. Click on the green 'create report' button to proceed.

RDNA
Signed in as: [username] [Logout](#)

Completed Assessments

Save your assessment

Please give your completed assessment a name:

Please select who this assessment was taken for:

[Save](#)

Name your assessment in the field shown and select an option from the drop-down menu to indicate whether it was done for yourself or someone else. Click on the green 'save' button to continue.

RDNA
Signed in as: [username] [Logout](#)

Completed Assessments

2012 Assessment 13 Jun 12 [Download](#) [Delete](#)

Save your assessment

Your assessment report has been created. [Download your report](#) or [Start a new assessment](#)

Your report is now listed in the box on the right. To download the file in Rich Text Format – which allows it to be opened and edited in Word – click on 'download your report'. A sample opening page is shown below. Alternatively, you can click on 'start a new assessment' to return to the assessment creation page.

Assessment Name: 2012 Assessment

Date of Submission: 13 June 2012 11:26

Undertaken for Self

Summary of Development Needs

This is a list of those statements for which you selected 'Disagree - Development Need' or 'Agree - Development Need'. Any comments you made are not included - these can be found in the full report.

Animal Health and Welfare - Knowledge: Companion Animals

Dog Control Orders (including dog fouling). You selected: Disagree - Development Need

Full Assessment Report

Regulatory Skills: 1. Assess risks

Against the following statement: 1.1 Identify the hazards and assess the level of risk arising in connection with the business' / individual's activities, and take such action as is proportionate

You selected: Agree - No development need

And commented:

Against the following statement: 1.2 Explain the concepts of 'hazard' and 'risk'

You selected: Agree - No development need

And commented:

The report begins with a Summary of Development Needs: (in this case *dog control orders* in the *companion animals* module of the *animal health and welfare* section). This highlights to the reader only those statements against which there is a potential development need, and does not include comments. The subsequent Full Assessment Report contains the answer options selected (along with any comments made) for all of the statements included in the self-assessment, by section and module.

Existing users

RDNA

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The session 'time out' is set to one hour and will log you out automatically at this point if there has been no activity on your PC. If you need additional support, please email rdna@brdo.bis.gsi.gov.uk